



For the life
you're after

A warm welcome to AIB

Your AIB Welcome Pack

QR CODES:

Instructions on how to use QR Codes

1. Open the camera app on your phone
2. Point the camera at the QR code
3. Make sure the QR code is centred on your phone screen
4. Wait for the QR code to scan
5. Tap the link that appears to open the QR code's content

Website Information Hub



Standard Financial Statement (SFS)



Direct Debit Mandate Form



Overpayment Form



Mortgage Amendment Form



WELCOME TO AIB

Last year we welcomed 55,000 new customers from Ulster Bank to AIB. Now we're ready to welcome you too.

You'll find yourself in good company here. AIB supported 16,000 customers in buying their new home last year.

Our purpose is to empower people to build a sustainable future. Whether that be adapting to a greener way of living, planning for the future, growing a business or simply navigating day-to-day banking, our ambition is to be at the heart of all our customers' financial lives.

You'll notice we have included this symbol "!" beside important information we want to draw your attention to.

This Welcome Pack contains everything you need to know now that you're an AIB customer.



Tom Kinsella, Managing Director, Homes

A handwritten signature in black ink, appearing to read 'Tom Kinsella', with a horizontal line underneath.

If you need further information please contact us.



www.aib.ie/mortgage-support



0818 251 008 (+353 818 251 008 from abroad)

YOUR MORTGAGE AT A GLANCE

- Your mortgage lender is Allied Irish Banks, p.l.c., Ulster Bank no longer has any legal interest in your mortgage or property.
- Your mortgage loan account number, type of interest rate and repayment date will carry over to us. If you decide to change your interest rate type, the rates we offer at that time will be available to you. If you are on a tracker interest rate and the European Central Bank (ECB) changes its rate, we will tell you. For more information on rates please see the section “Managing your mortgage with AIB”.
- We are regulated by the Central Bank of Ireland, just as Ulster Bank is.
- If you pay your mortgage by direct debit, the payment will now automatically come to us.
- Ulster Bank has sent you a final mortgage statement and will send you a Certificate of Interest for the time that your mortgage was with them. Going forward, we'll send you a Annual Mortgage Statement and Certificate of Interest which will be from the time your mortgage moved to us.
- We've created an Information Hub on the AIB website, for Ulster Bank mortgage customers moving over to AIB. You can find all the information you need (including a copy of this pack) by visiting aib.ie/mortgage-support or by scanning the QR code opposite.



Website Information Hub

MAKING YOUR MORTGAGE PAYMENTS

I pay by direct debit

If you paid your mortgage by direct debit with Ulster Bank, we have the details and you don't have to do anything. If you are in the process of closing the current account your Mortgage Loan direct debit is paid from, you will need to update your direct debit so it is paid from your new account.

If you miss a direct debit payment, we will try to collect it again, 14 calendar days later.



We accept one direct debit for making all payments on your mortgage account, including any sub-accounts you have.

If you had more than one direct debit, Ulster Bank has asked you which direct debit you'd like to use with AIB. If you've chosen one already, you do not need to do anything. If you are yet to choose, please call our team on 0818 251 008 (+353 818 251 008 from abroad), 9:00 to 17:00, Monday to Friday (excluding Bank Holidays) and we can change this for you.

I'd like to set up a direct debit

You can visit our Information Hub on the AIB website at aib.ie/mortgage-support to download a Direct Debit Mandate form (or scan the QR code on this page). The detailed instructions on how to set up a direct debit are on this form.

If you would like to change the date you make your mortgage repayments you can visit our Information Hub on the AIB website at aib.ie/mortgage-support to download a Mortgage Amendment Form.

I'd like to pay by Standing Order or Electronic Transfer

Direct debit is the easiest way to pay your mortgage with us however, if you would like to pay by standing order, electronic transfer or any alternative repayment method, you'll have to change the payment instructions with your current account provider as soon as possible. Please change them to:

Payee:	Allied Irish Banks, p.l.c.
Bank account:	930091 99901009
Reference:	Your <i>mortgage account number</i> (found in the accompanying letter)

You need to include your mortgage account number as a reference, so we can match the payment to your mortgage.

I used to pay my mortgage by card or cheque with Ulster Bank

If you paid your mortgage by card or cheque with Ulster Bank you will have to change to pay by **direct debit**, which is the **easiest way to pay your mortgage with us**. You can visit our Information Hub on the AIB website at aib.ie/mortgage-support to download a Direct Debit Mandate form (or scan the QR code on this page). The detailed instructions on how to set up a direct debit are on this form.

We can accept one-off debit card payments over the phone.



Direct Debit Mandate

I prefer a single payment for all mortgages on my property

If you have more than one mortgage on your property, for example, you topped up your mortgage, you may have paid for both with one payment. You can continue to do this with us.

I am having trouble paying my mortgage and / or need support

If you are concerned about paying your mortgage repayments, or you have missed mortgage repayments, please call our team on 0818 251 008 (+353 818 251 008 from abroad). We have a dedicated team who can help you get your mortgage repayments back on track. This is the first step towards helping you find a solution.

We all face times of stress and difficulty, where we can struggle to make payments. A serious illness or job loss can happen to anyone. Stressful or difficult events can be sudden, for example, bereavement or gradual, like dementia. It can affect our ability to manage our finances, make decisions, or leave us open to fraud.

If you, or someone you are caring for, needs this extra support please call our team on 0818 251 008 (+353 818 251 008 from abroad). If you have a question or have difficulty understanding anything in this pack or on our website Information Hub, you can call our team for extra support, including the option to receive a printed copy of the website Q&A's by post.

I am completing, or have completed a Standard Financial Statement (SFS)

Once you complete an SFS, we will use the information provided by you to understand and assess your individual financial situation as part of the Mortgage Arrears Resolution Process (MARP). It is important that you send us all the supporting documents that we ask for. If you send us your SFS without these, we won't be able to process your application and it will delay our ability to help you find the most appropriate solution.

You can access our SFS easily by scanning the QR code below. Once you send it to us, along with the documents we ask for, we can determine what the appropriate solution may be for you and your circumstances.

Please call our team on 0818 251 008 (+353 818 251 008 from abroad). We have a dedicated and experienced team here to help you.



ALTERNATIVE PAYMENT ARRANGEMENTS, FLEXIBLE PAYMENT OPTIONS & OVERPAYMENTS

I have an alternative repayment arrangement

If Ulster Bank agreed an alternative repayment arrangement with you, we will honour the terms of this arrangement. If you do not pay your mortgage by direct debit just make sure you have changed the payee to Allied Irish Banks, p.l.c. See section above on "Making your mortgage payments".

I have a flexible payment option

If you have a flexible payment arrangement in place, this will carry over to us.

I would like a flexible payment option

AIB flexible payment options are different to those offered by Ulster Bank. Any new applications will be for flexible payment options we offer.

For example, we do not offer the option to make annual mortgage payments over 10 months, or capital and interest payment breaks for Buy to Let mortgages.

Information on the flexible payment options offered by AIB are available on aib.ie

I would like to make an Overpayment on my mortgage

There are a few ways you can make an overpayment on your mortgage:

1. Fixed Overpayments

You can make a fixed overpayment in addition to your normal monthly repayment.

In this case, we will deduct that overpayment amount from the principal mortgage balance, otherwise known as the capital amount. It is separate from the interest on your account.

If we recalculate your mortgage repayment for example, when there is a change to your mortgage interest rate, any overpayments you have made will be factored into this recalculation and we will adjust your revised repayment amount.



If you pay your mortgage by direct debit, you will need to set up a standing order as well to continue making fixed overpayments.

Example	Mortgage Repayment	Fixed Overpayment
Payment Method	Direct Debit	Standing Order
Amount	€1,000	€100
Total	€1,100	

To make regular, **fixed overpayments to your main mortgage account**, set up a standing order using the following details:

Payee: Allied Irish Banks, p.l.c.

Bank account: 930091 99901009

Reference: [Your main mortgage account number], found on the accompanying letter.

You need to include the mortgage account number as reference, so we can match the payment to your mortgage.

If you have sub-loan accounts, we will apply the fixed overpayments proportionally across the sub-loan accounts, unless you tell us otherwise.

To make regular, **fixed overpayments to sub-loan mortgage accounts**, set up a standing order using the following details:

Payee: Allied Irish Banks, p.l.c.

Bank account: 930091 99901009

Reference: [Overpay+your sub-loan mortgage account number], for example, Overpay12345678-01.

You need to include the specific sub-loan account number, so we can apply the payment to the correct account. If you do not include the specific sub-loan account number, we may not be able to apply the payment to the specific sub-loan account.

We have the details of your specific sub-loan account number(s), please call our team on 0818 251 008 (+353 818 251 008 from abroad) so we can provide you with this number.

If you want to make fixed overpayments to multiple sub-loan mortgage accounts, you will need to set up individual standing orders.

There may be a charge to set up a standing order.

2. Unscheduled Overpayments

If you want to make an unscheduled overpayment, for example to reduce your mortgage term or your normal monthly repayment amount, you can use our Overpayment Form. This is on our Information Hub in the Mortgage Forms & Guides section at aib.ie/mortgage-support or scan the QR code on this page.

I want to make an overpayment on my mortgage without paying an early repayment charge (ERC)

If you are on a fixed rate, you can currently overpay up to 10% of your mortgage balance

(being the balance as of 1 January of the calendar year) each calendar year for the term of the fixed rate. We don't charge an ERC for this. Any additional overpayment above 10%, or paying off your mortgage early in full, may result in an ERC.

If you are on a variable or tracker rate you can make overpayments to your mortgage account without incurring any ERCs.



I want to pre-pay future mortgage repayments

If you make an overpayment on your mortgage with us, we reduce your balance by that amount immediately. We won't apply it against any future monthly repayment. That way we use your overpayments to reduce the cost of credit straight away.

If you want to reduce your monthly repayment or reduce your mortgage term, you can complete our Overpayment Form to do this. Scan the QR code on this page to access the Overpayment Form.



MANAGING YOUR MORTGAGE WITH AIB



What about my identity documents?

Your information and documentation has moved to us.

If some of the information provided to us is incomplete, we may ask you for updated information / documentation.

For now, you do not need to do anything.

I want to change my contact details

If you have a personal current account with us, you can change your details through Internet Banking or our Mobile App. If you don't have Internet Banking or our Mobile App, the quickest way to update your details is to call our team on 0818 251 008 (+353 818 251 008 from abroad), 9:00 to 17:00, Monday to Friday (excluding Bank Holidays).

I want to see my up to date mortgage balance and term

If you have an AIB personal current account and are already registered for Online Banking:

If you are already registered for Online Banking please call our team on 0818 251 008 (+353 818 251 008 from abroad) to have your mortgage account added to Online Banking to see your mortgage balance.

If you have an AIB personal current account and are not registered for Online Banking:

If you are not registered for Online Banking simply call our team on 0818 251 008 (+353 818 251 008 from abroad) to get your registration number and Personal Access Code (PAC) to view your mortgage balance.

If you do not have an AIB personal current account and if you are looking for other mortgage information:

We can tell you your mortgage loan account(s) balance, term and any other information. Please call our team on 0818 251 008 (+353 818 251 008 from abroad).

I would like to move to a different interest rate offering

You can visit our Information Hub on our website at aib.ie/mortgage-support to find out more on our mortgage interest rate offerings. The interest rate types we offer at that time will be available to you. The fixed and variable rates available to you may depend on the Loan to Value (LTV) of your mortgage. We change our rates from time to time and the current available fixed and variable rates can be found on our website.

You can call our team on 0818 251 008 (+353 818 251 008 from abroad) to find out what LTV we currently hold for your mortgage.

I want to change my mortgage payment date

Visit our Information Hub on the AIB website at aib.ie/mortgage-support to download a Mortgage Amendment Form. The detailed instructions on how to change your mortgage payment date are on this form.

I'm coming to the end of my fixed rate term

If you are on a fixed interest rate that is coming to an end, you will be written to in advance with your mortgage interest rate options. You can now also avail of the AIB mortgage interest rates. More information is available on our Information Hub on the AIB website at aib.ie/mortgage-support

Part of my mortgage is on a variable rate

If you are on an Ulster Bank Variable Rate, your rate will carry over to us. Variable rates can move up or down. We will tell you if there is a change to your variable rate, which will occur with reference to the AIB Variable Rate Policy Statement.

Life Insurance for your mortgage

If you have a life insurance policy for your mortgage which was assigned to Ulster Bank, the policy has already been re-assigned to us. If Ulster Bank had details about a specific life insurance policy in their recent letter you don't need to do anything for these policies. If you have other insurance policies, linked to your mortgage, please contact your insurer to ask that they update their records to reflect this reassignment. This is to make sure that any claim that is made under the policy is not delayed.

You may be asked by your Life Insurance provider to get an Assignment of Life Form witnessed. In this instance you will need to bring a form of ID and your life policy documents into one of our branches so that we can witness everyone on the mortgage signing the Assignment of Life form.

WHAT OTHER CUSTOMERS ARE ASKING

What happens if the European Central Bank (ECB) changes interest rates?

A tracker mortgage "tracks" changes to the ECB rate. If the ECB decides to increase or decrease this rate, the tracker rate on the mortgage will go up or down by the same percentage. If the ECB announces an interest rate change, we will tell you how that will affect your interest rate and repayment amount.

What other mortgage interest rate options do you have?

We offer Private Dwelling House (PDH) Loan to Value (LTV) fixed and variable rates. This means these rates are different depending on the ratio of the mortgage loan to the value of your home.

Our Green 5 Year Fixed Interest Rate mortgage offer is available to customers whose home has a Building Energy Rating (BER) between A1 and B3 and have more than 5 years left on their mortgage loan.

Our Higher Value 4 Year Fixed Interest Rate is available to customers whose mortgage balance is over €250,000 and have at least 4 years remaining on their mortgage loan.



Qualifying criteria will apply to the above mortgage interest rate options.

We also offer Buy to Let (BTL) fixed and variable rates. Our BTL interest rates do not depend on the LTV of your mortgage.

When will I have to pay an early repayment charge (ERC)?

If you have a fixed interest rate on your mortgage loan, you may have to pay an ERC if you;

1. Repay all or part of your mortgage loan early;
2. Make a payment outside your regular repayments over a certain threshold;
3. Change the interest rate on your mortgage to another interest rate.

We will calculate the ERC, using both the Ulster Bank and AIB ERC methodologies. We will compare both methods and apply the lowest. For more information please visit our Information Hub on aib.ie/mortgage-support

Please refer to the above question on overpayments within the section "Alternative Payment Arrangements, Flexible Payment Options & Overpayments" when reading about ERCs.

Can I get free banking as a mortgage customer?

If you have a personal current account with us and you are using it to pay an AIB mortgage by direct debit on your family home, we won't charge maintenance or transaction fees on your current account from the point that you became our mortgage customer.

I have an open complaint. Who is my point of contact now?

Ulster Bank is your point of contact for any complaints that were raised while your mortgage account was under its management. Please contact Ulster Bank for complaint updates on 0818 210 275 (00353 818 210 275 from abroad).

If you have a question, or have difficulty understanding anything in this pack or on our website Information Hub, you can call our team for extra support, including the option to receive a printed copy of the website Q&A's by post.

We hope you find all the information you need in this pack. If you need further information please contact us.

WARNING: YOUR HOME IS AT RISK IF YOU DO NOT KEEP UP PAYMENTS ON A MORTGAGE OR ANY OTHER LOAN SECURED ON IT.

WARNING: IF YOU SWITCH TO AN ALTERNATIVE INTEREST RATE, YOU WILL NOT BE CONTRACTUALLY ENTITLED TO GO BACK ONTO A TRACKER INTEREST RATE IN THE FUTURE.

WARNING: YOU MAY HAVE TO PAY CHARGES IF YOU PAY OFF A FIXED RATE LOAN EARLY.

WARNING: THE COST OF YOUR MONTHLY REPAYMENTS MAY INCREASE.

NOTICE: Under the Credit Reporting Act 2013 lenders are required to provide personal and credit information for credit applications and credit agreements of €500 and above to the Central Credit Register. This information will be held on the Central Credit Register and may be used by other lenders when making decisions on your credit applications and credit agreements.

If you need further information please contact us

→ www.aib.ie/mortgage-support

→ 0818 251 008 (+353 818 251 008 from abroad)

Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland.